

Abigail Madison



Restaurant Manager

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|--------------------|------------------------------------------------------------------------------------------------------------|------------------------|----------------|
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| Email | email@email.com | Place of birth | San Antonio |
| Nationality | American | Driving license | Full |
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01 PROFILE

Diligent Restaurant Manager with six years tenure in keeping a finger on the pulse of operations in highly prestigious fine dining settings. Striving to achieve the highest quality standards in food preparation and customer service by executing rigorous training and development programs applicable to all new staff members. Boosted growth margins by 9% due to automated tracking of profitability and key operational metrics. Accredited member of the American Culinary Foundation.

02 EMPLOYMENT HISTORY

01/2019 — Present

Restaurant Manager at Mulberry Inn

Borger

Contributed to 96% customer satisfaction score in 2019, up from 90% in 2018.

- Oversee food safety practices and equipment sanitation
- Direct dining room set up in the restaurant and the outside patio areas
- Responsible for cash handling and POS systems
- Manage inventory control and supplier liaison
- Create menus and pricing of dishes
- Supervise daily restaurant activities
- Responsible for training and onboarding of new staff members
- Tasked with opening and closing the dining room
- Conduct inspections in all areas of the restaurant before opening and closing
- Scheduled morning daily prep meetings with kitchen crew and servers

01/2016 — 12/2018

Restaurant Manager at Ogalitto's Fine Fusion Dining

San Antonio

Reduced overhead costs by 7% through stringent controls on overtime expenditures and inventory waste which improved cash flow resources from 15 days to forty days.

- Perform audits on all areas of the restaurant to ensure the state of readiness before midday and evening service
- Conduct morning meetings with waiters to discuss menu specials
- Monitor food and supply expenditure
- Review the restaurant's par stock and inventory levels.
- Set sales and turnover targets for the restaurant

- Participate in menu tastings with the Executive Chef
- Collaborate with Executive Chef in finalizing menu items
- Responsible for recruitment, selection, and training of personnel
- Inspect dishes before they get served

06/2019 — 04/2015

Restaurant Manager at Chickititas Family Restaurant

Boosted customer interaction with 28% on social media (Facebook, Instagram, Twitter) with a newly created loyalty incentive resulting in a sales improvement of 19% in 30 days.

- Collaborate with head-quarters regarding new restaurant offerings
- Source ingredients and supplies from local farmers and contract growers
- Negotiate service level agreements with approved suppliers regarding pricing, delivery conditions, and payment terms
- Manage and audit restaurant inventory and stock levels
- Conduct frequent inspections on overall kitchen operations to ensure sanitation and food safety standards are followed
- Review kitchen preparation guidelines and introduce improvements consistently
- Evaluate the performance of all restaurant staff

03 EDUCATION

Jun 2018 — Present

Seattle University

Seattle

Bachelor's Degree in Restaurant Management

Course Topics:

Hospitality Law, Food and Beverage Management, Human Resource Management, Hospitality Management

Jan 2017 — Jun 2017

School of Hotel Administration

Ithaca

Practical Management Training Program

Jan 2012 — Dec 2013

Chicago Community College

Chicago

Diploma in Hospitality Management

Course Curriculum: Menu Planning, Point of Sale (POS) Systems, Customer Satisfaction, Dining Room Set Up, Marketing and Sales

04 SKILLS

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|--------------------------------------------------|-----------|------------------------------|-----------|
| Scheduling & Reservation Software | ● ● ● ● ● | Gourmet & Haute Cuisine | ● ● ● ● ● |
| Point of Sale Systems (Breadcrumbs, TouchBistor) | ● ● ● ● ● | Fine Dining | ● ● ● ● ● |
| Review Platforms (Zomato, DineOut) | ● ● ● ● ● | Dining Room Set Up | ● ● ● ● ● |
| American Food Safety Institute Regulations | ● ● ● ● ● | Menus and Pricing | ● ● ● ● ● |
| Food Service Labor Laws | ● ● ● ● ● | Sage Accounting Software | ● ● ● ● ● |
| Beer, Wine, Liquor | ● ● ● ● ● | Inventory Management Systems | ● ● ● ● ● |
| Food Components | ● ● ● ● ● | Restaurant Machinery | ● ● ● ● ● |
| Customer Experience | ● ● ● ● ● | | |

05 LANGUAGES

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|---------|-----------|---------|-----------|
| French | ● ● ● ● ● | Italian | ● ● ● ● ● |
| English | ● ● ● ● ● | Spanish | ● ● ● ● ● |
| German | ● ● ● ● ● | | |

06 COURSES

Jan 2018 — Jun 2019

**ServSafe Food Protection Manager Certificate at-
American Food Safety Institute, Philadelphia**

May 2017 — 2019

**Senior Member at National Alcohol Beverage
Control Association, Alexandria,**